

IACP Technology Use Survey

REPORT FEBRUARY 2025

Introduction

Technology is a powerful tool to aid in the efficiency of operations and effectiveness of service delivery. A frequent question asked of IACP staff is "What software are other members using for ____." This Technology Use Survey aimed to answer that question.

RESPONDENTS

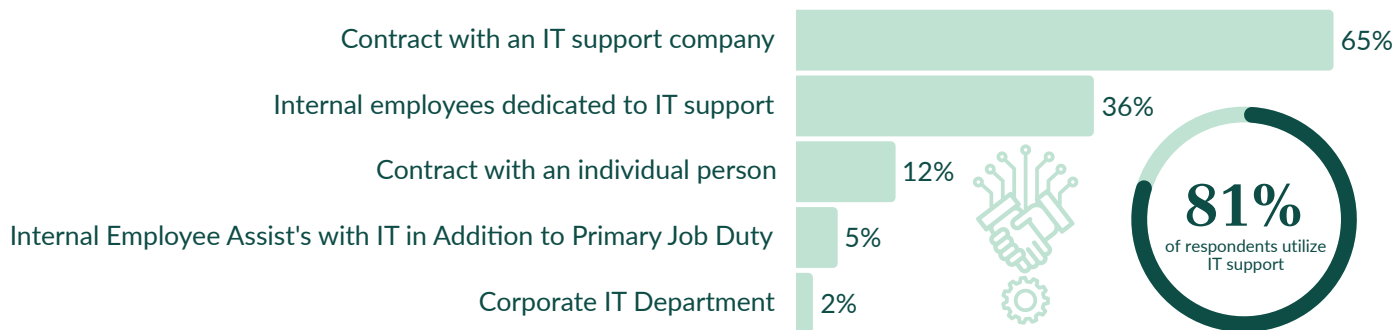
IACP's 128 members were invited to participate in the IACP Technology Survey 2024. The following report represents responses from 86 members. Of these respondents, 93% were HCBS/other service providers, and 7% were community mental health centers. Thank you to our respondents for their time and engagement, resulting in a **67%** membership participation rate!

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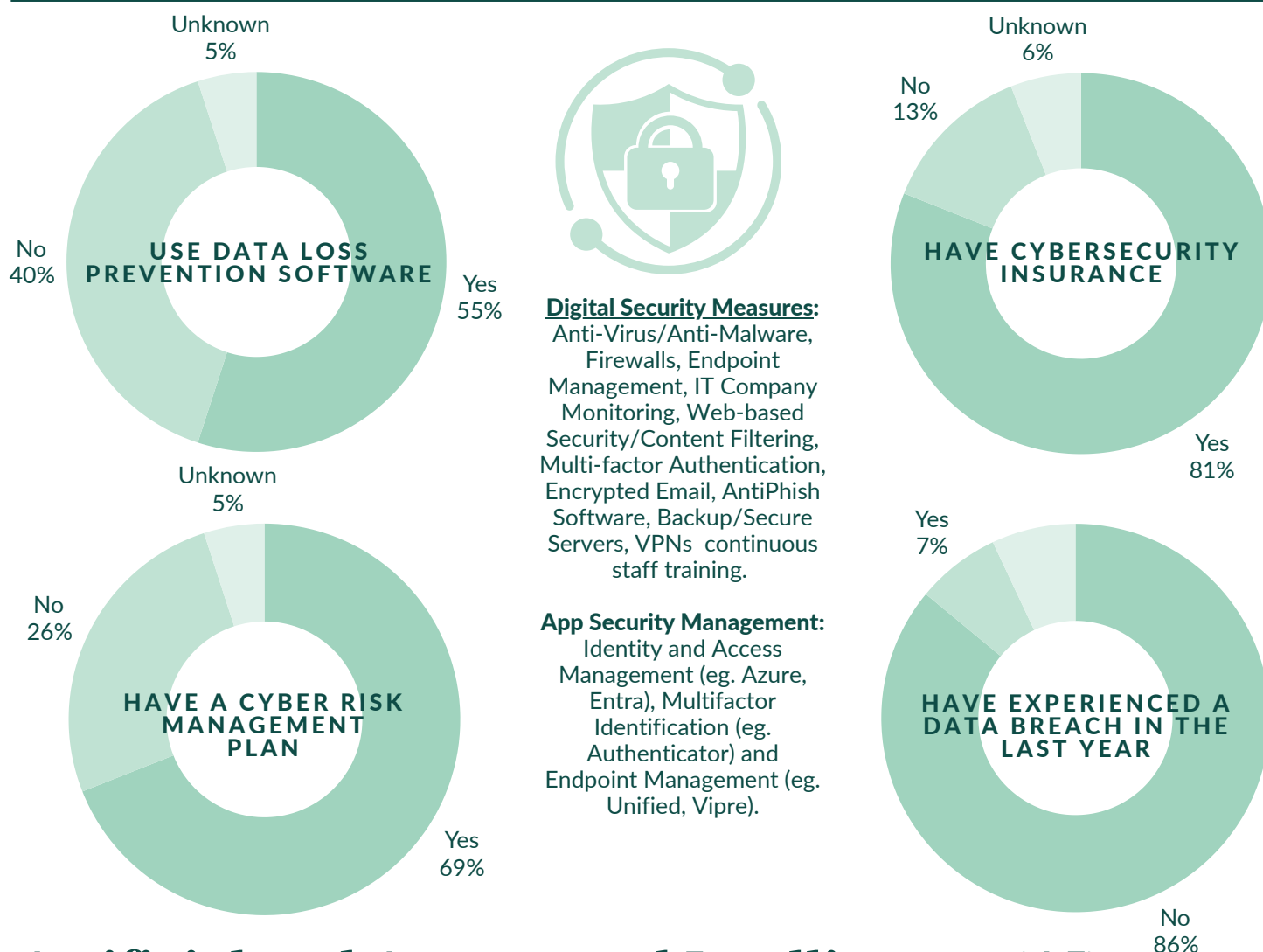
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IACP Strategic Business Partners mentioned in the survey by respondents will be marked with a single asterisk (*).

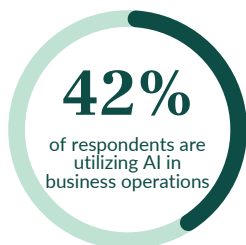




Cybersecurity



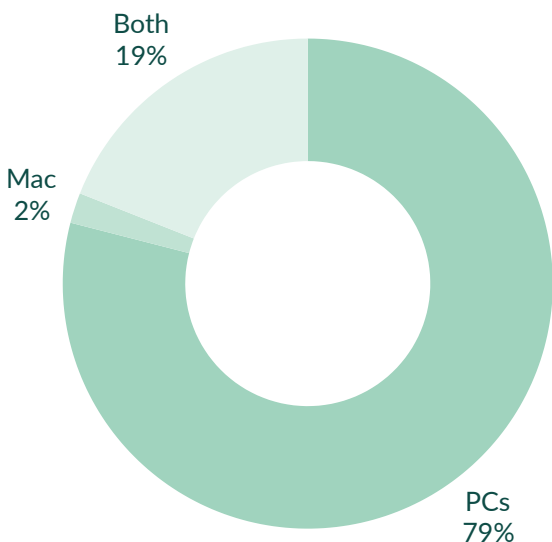
Artificial and Augmented Intelligence (AI)



Only **19%** of respondents reported having AI Policies and Procedures.

The majority of AI applications being utilized by membership are in general business operations. Only a few are currently leveraging AI for service delivery or patient care. **19%** of respondents are utilizing ChatGPT and **14%** are utilizing Microsoft Copilot. Other tools and platforms mentioned include Claude, Google Gemini, Google AI Overview, Adobe, Asana, Bells AI through Netsmart, GeoTabs, Goblin, Grammarly, Jotpsych, Microsoft Premium Teams for Transcription/Notes, Nabla, SchoolAI, Scribe, and Synthesia.





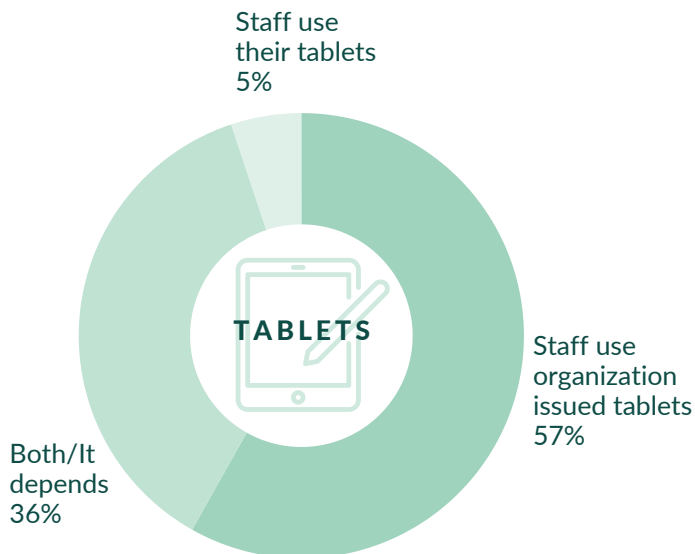
59% of organizations have a defined hardware rotation strategy/schedule.

16% of respondents outsource lifecycle of equipment and where it is deployed.

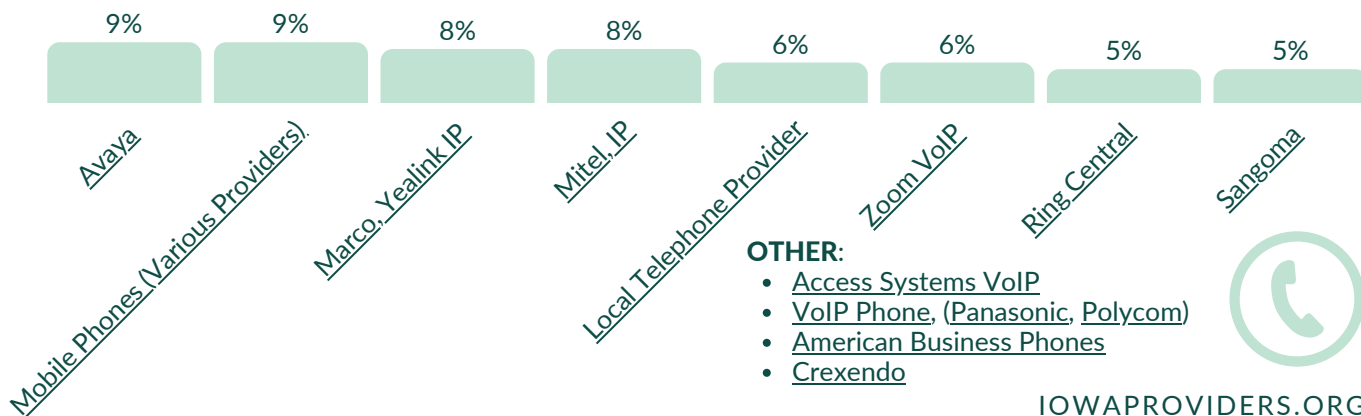
36% of respondents do not outsource lifecycle of equipment and where it is deployed utilize this software to track:

- [Microsoft Excel](#) (14%)
- [AssetTiger](#) (3%)
- [Connectwise](#) (2%)
- [Microsoft SharePoint](#) (2%)
- [ABM](#)
- [Asset Keeper Pro](#)
- [Eracent - ITMC Lifecycle](#)
- [Freshworks/Freshservice](#)
- [iCareManager](#)
- [Microsoft Bookings App](#)
- [Microsoft Calendar Pro](#)
- [Mosyle](#)
- [TELS App](#)
- [TRAVERSE](#)
- [Under My Roof App](#)
- [VIPRE](#)

Cellphones & Tablets



Phone System

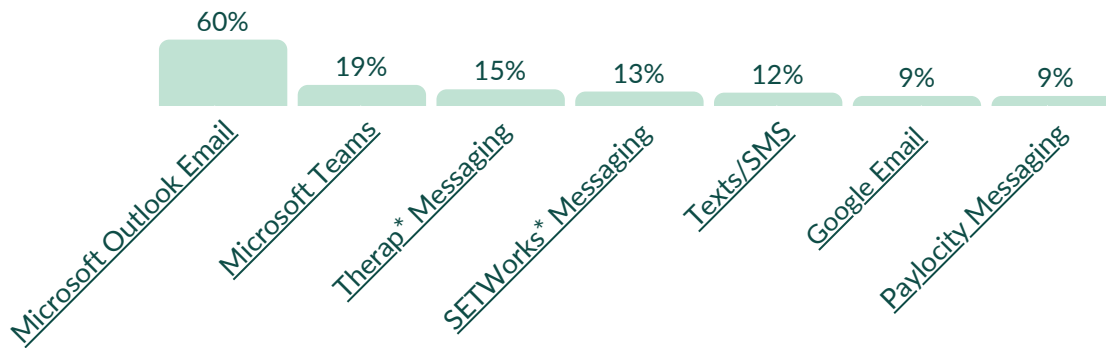


OTHER:

- [Access Systems VoIP](#)
- [VoIP Phone, \(Panasonic, Polycom\)](#)
- [American Business Phones](#)
- [Crexendo](#)



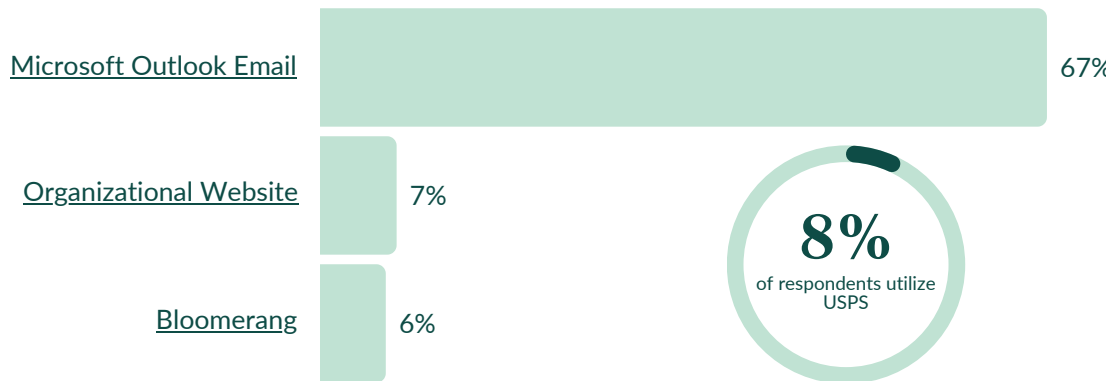
Mass Communication with Staff



OTHER:

- [Connecteam](#)
- [GroupMe App](#)
- [Remind App](#)
- [TruHu](#)
- [Zoom Meeting](#)

Mass Communication with Stakeholders



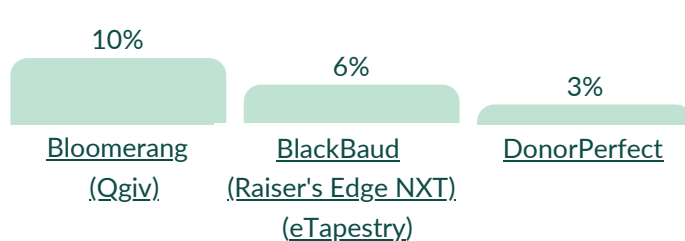
OTHER:

- [Therap* Messaging](#)
- [SETworks* Messaging](#)
- [Social Media](#)
- [Google Mail](#)
- [Mailchimp](#)
- [Constant Contact](#)
- [ClickSend](#)
- [Connecteam](#)
- [Emma by MARIGOLD](#)
- [GoTo Meeting](#)
- [Marketo Engage](#)
- [MyChart](#)

8%

of respondents utilize USPS

Fundraising



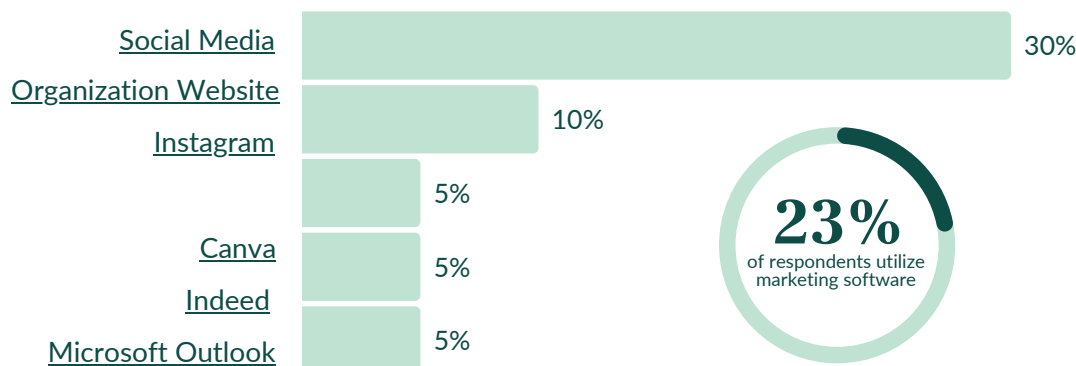
OTHER:

- [Network for Good](#)
- [One Cause](#)
- [DonorView](#)
- [Engage](#)
- [FileMaker](#)
- [Funraise](#)
- [Givebutter](#)
- [Grants Manager](#)
- [Little Green Light](#)
- [Virtuous](#)

40%

of respondents utilize fundraising software

Marketing Tools



OTHER:

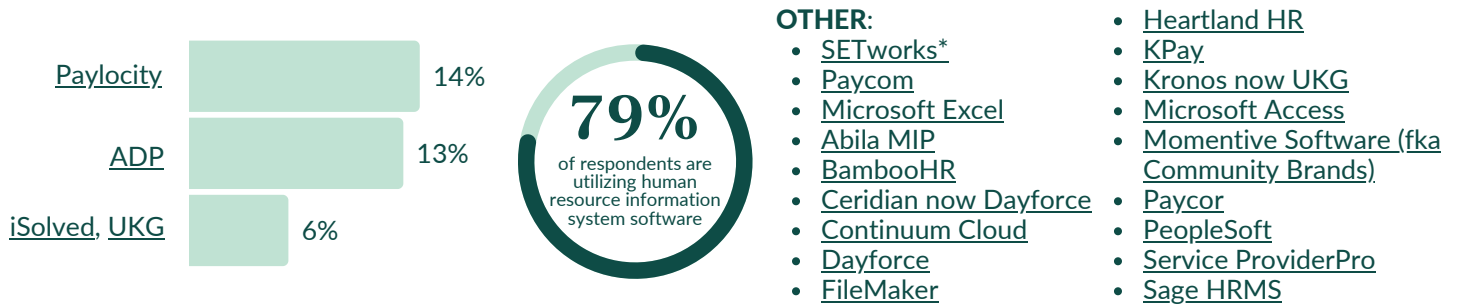
- [Bloomerang](#)
- [Contracted/Outsourced](#)
- [LinkedIn](#)
- [Meta](#)
- [Constant Contact](#)
- [Givebutter](#)
- [Google Email](#)
- [Hibu](#)
- [Hootsuite](#)

23%

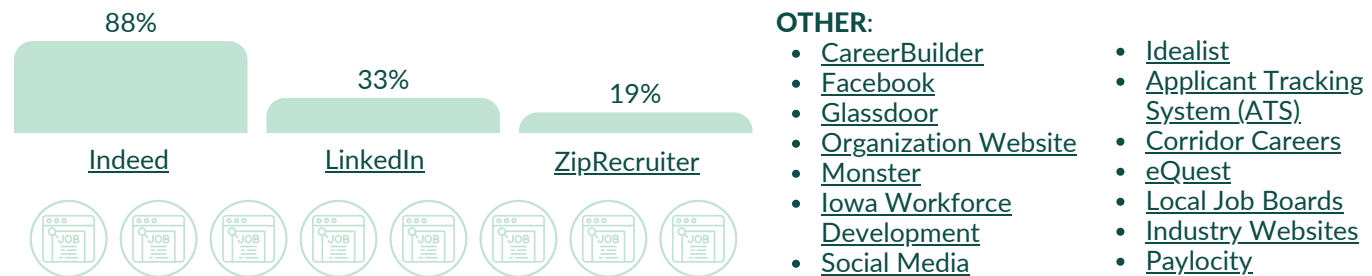
of respondents utilize marketing software



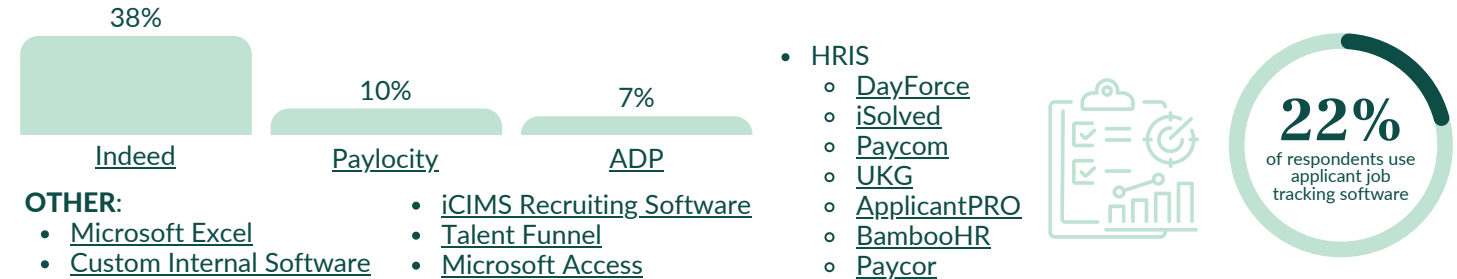
Human Resource Information System (HRIS)



Job Posting



Applicant Tracking

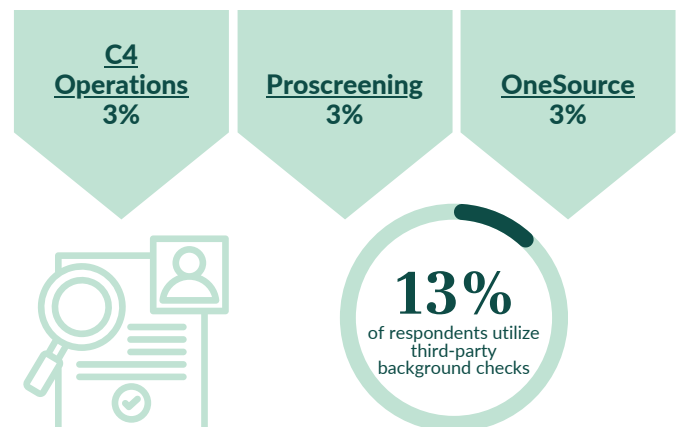


Background Checks

Some organizations utilize multiple types of third-party background checks. Of the 13% of organizations using third-party background checks, C4 Operations, Proscreening, and One-Source were the most frequently utilized.

OTHER:

- Boston Consulting Group (BCG)
- ADP Screening and Selection Services
- Choice Screening**
- HireRight
- InCheck
- Inquirehire
- IntelliCorp
- Paycom
- Per Mar
- Praesidium
- ScreeningOne
- System for Award Management (SAM)
- Verified First

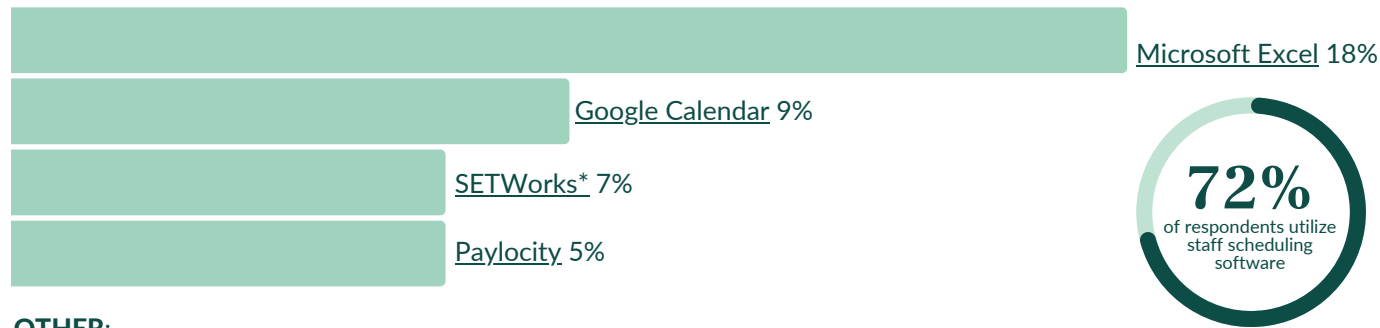


IACP Strategic Business Partners mentioned in the survey by respondents will be marked with a single asterisk (*). Companies marked with a double asterisk (**) are the ones approved by the Iowa Department of Inspections, Appeals & Licensing (DIAL) and are PBSA accredited.

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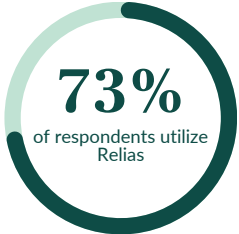
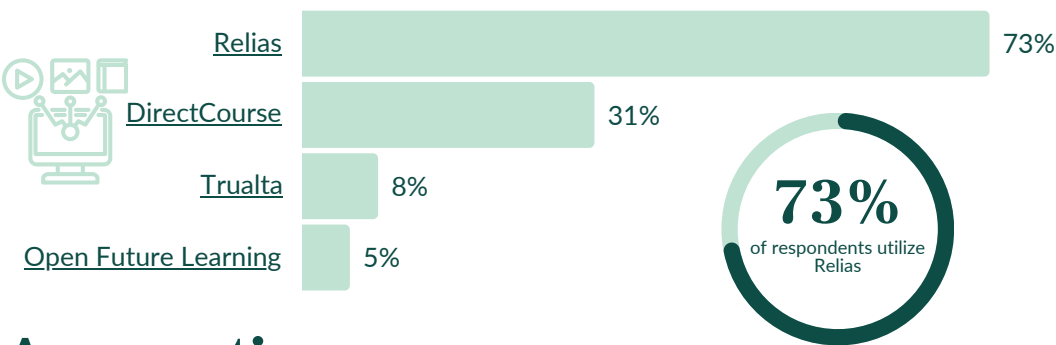
Staff Scheduling



OTHER:

- [Therap*](#)
- [Inovalon Schedule Management](#)
- [MITC](#)
- [Paycom](#)
- [ADP](#)
- [Humanity](#)
- [Connectteams](#)
- [UKG](#)
- [When I Work](#)
- [AxisCare](#)
- [CareSmartz360](#)
- [Dayforce](#)
- [EPIC](#)
- [eRSP](#)
- [Heartland HR](#)
- [Makeshift](#)
- [Microsoft Outlook](#)
- [Microsoft Teams Shifts](#)
- [Microsoft Word](#)
- [Microsoft Publisher](#)
- [OnTarget](#)
- [PCE Systems](#)
- [Quickbooks Time](#)
- [Sandata](#)
- [Sling](#)

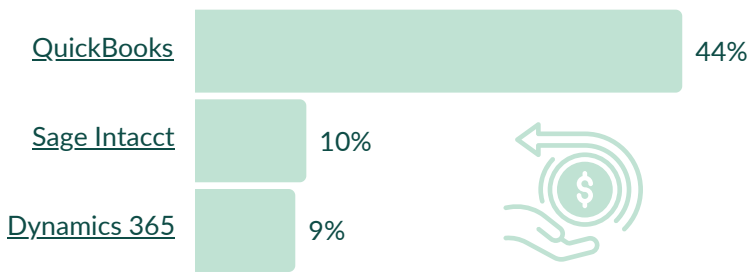
Education



OTHER:

- [IntellectAbility*](#)
- [UKG](#)
- [Cornerstone/Saba](#)
- [CE Solutions](#)
- [KnowBe4](#)
- [Crisis Prevention Institute](#)
- [Lezage](#)
- [Mindspring](#)

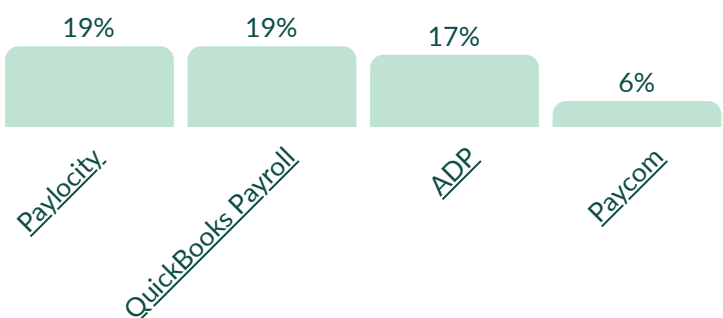
Accounting



OTHER:

- [NetSuite](#)
- [Blackbaud Financial Edge NXT](#)
- [Custom](#)
- [Microsoft Excel](#)
- [Microsoft Dynamics GP \(Great Plains\)](#)
- [MIP Fund Accounting/Availa/Momentive Software \(fka Community Brands\)](#)
- [Provider Pro - a Sandata product](#)

Payroll

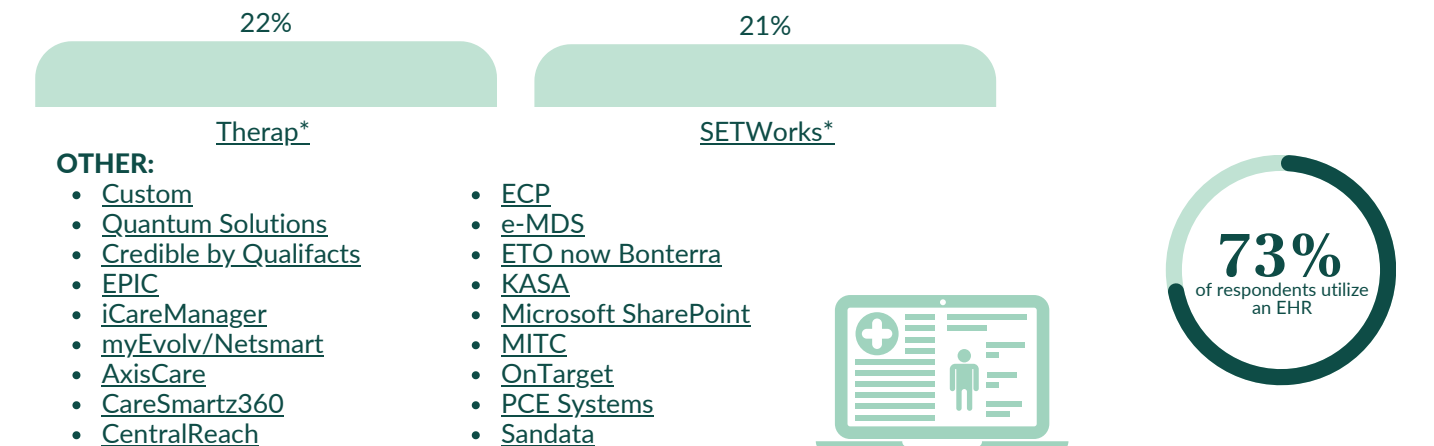


OTHER:

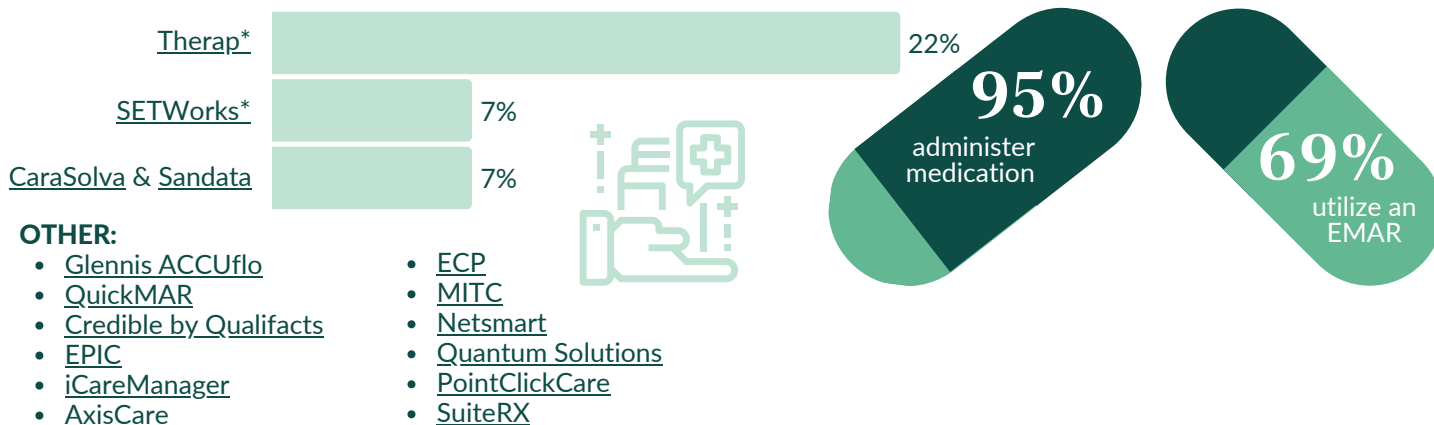
- [iSolved](#)
- [UKG/Kronos](#)
- [DayForce](#)
- [Sage 50 Premium](#)
- [Sage Pro](#)
- [Continuum Cloud Datis/E3](#)
- [Heartland Payment Systems](#)
- [InfoTronics](#)
- [KPay](#)



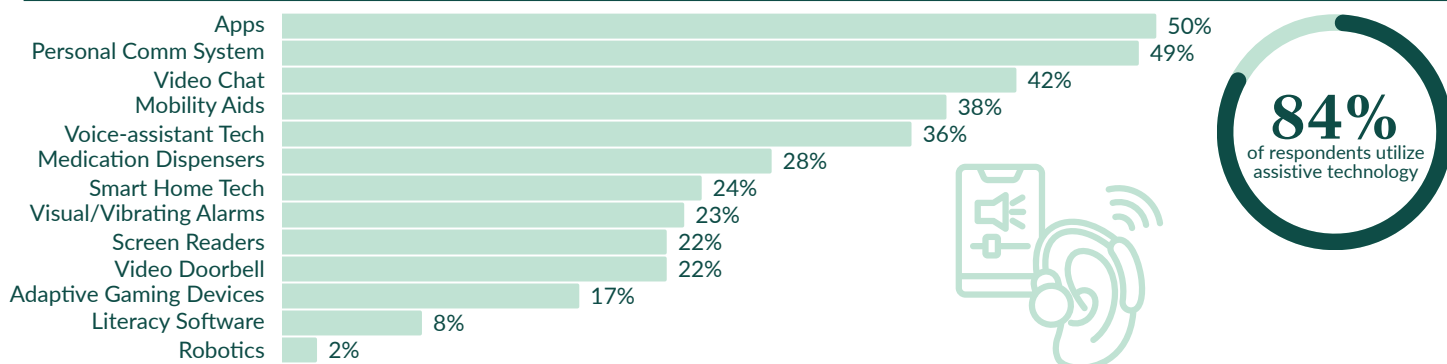
Electronic Health Record (EHR)



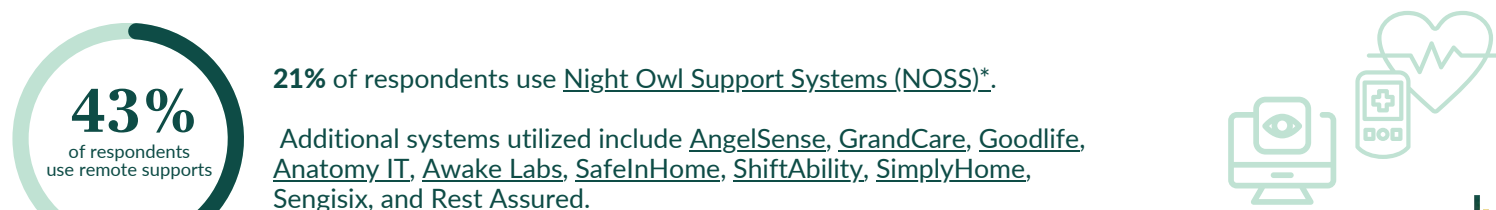
Electronic Medication Record (EMR)



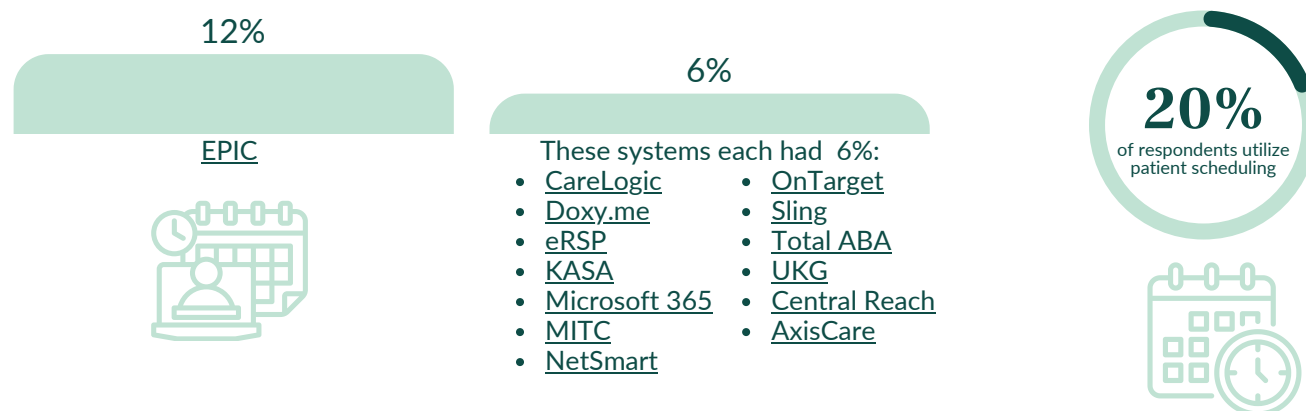
Assistive Technology



Remote Supports & Monitoring

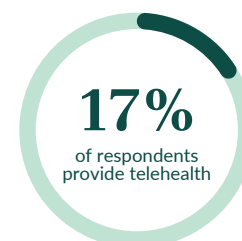


Patient Scheduling



Telehealth

Most respondents using telehealth are relying on [Doxy.me](#), [Zoom for Healthcare Providers](#), and/or [Microsoft Teams](#). Other mentioned systems include [InnovaTel Telepsychiatry, LLC](#), [Netsmart Integrated Telehealth](#), [TherapyNotes](#), and [Vidyo](#). Some organizations reported using multiple telehealth software solutions to serve their populations.



Representative Payee



Maintenance Ticketing

42% of respondents utilize maintenance ticketing software; however, there isn't much overlap in what is being used. Below is a list in order of quantity of response.

OTHER:

- [Internal Custom](#)
- [Microsoft Outlook](#)
- [Outsourced Company's System](#)
- [Access Systems IT Support](#)
- [ConnectTeam](#)
- [Microsoft Sharepoint](#)
- [AppFolio](#)
- [CareSmartz360](#)
- [Connectwise](#)
- [Deskpro](#)
- [eMaint](#)
- [FreshDesk for IT](#)
- [Freshservice](#)
- [Google Forms](#)
- [HippoCMMS by Eptura](#)
- [iCareManager](#)
- [Paylocity for Vehicle & Tech](#)
- [Quantum for Facility](#)
- [Request Tracker](#)
- [Service Now](#)
- [SETworks* Maintenance Form](#)
- [WorxHub by Brightly](#)
- [Intervals](#)
- [ManageEngine ServiceDesk Plus](#)
- [MITC](#)
- [nodaFi](#)

